



HRG Memorandum 15-04

To: KEHP HR Generalists (HRGs)
From: Department of Employee Insurance (DEI)
Re: 2014 FSA and HRA Balances Available at WageWorks.com
Date: January 26, 2015

Commonwealth of Kentucky
Personnel Cabinet
Department of Employee Insurance
2nd Floor, State Office Building
501 High Street
Frankfort, Kentucky 40601
Website kehpn.ky.gov

2014 Humana FSA and HRA balances are now available at WageWorks.com.

Members will receive an e-mail today or tomorrow reminding them of this process. Please review the following key points to help you in answering questions from your members as this may be confusing for some.

2014 – Substantiation

- 2014 claims, **not already substantiated**, must be substantiated (verified) using the [2014 Card Substantiation Form](#) by March 31, 2015.

2014 - Paying for Claims

- **Members cannot use their 2015 WageWorks Healthcare card to pay for 2014 claims** – if they do the funds will be taken from their 2015 account, and they will be required to pay for them later, since 2015 funds cannot be used on 2014 claims.

2014 – Reimbursement for Claims

- Reimbursement requests for 2014 claims or services must be filed using the [WageWorks Health Care Account Reimbursement Form](#).
- All 2014 reimbursement requests must be received by WageWorks by March 31, 2015.

WageWorks Claims Process

1. **Snail Mail** – WageWorks, Claims Administrator, PO Box 14053, Lexington, KY 40512
2. **Fax** – 877-353-9236
3. **Smart Phone App** – Download the EZ Receipts mobile application to access and manage an account and upload claims on the go.
4. **Online** - Log in to the account at WageWorks.com.

